

WHAT IS CLAIMED IS:

CLAIMS:

SUB A37

1. A computerized method for training service personnel to service selected equipment, said method comprising:
  - providing a database for storing respective training modules for training service personnel to service respective assemblies of selected equipment;
  - 5 identifying an assembly that requires servicing at the site;
  - identifying the present qualifications of a service personnel available at the service site for servicing the assembly;
  - correlating the present qualifications of the service personnel to predefined qualifications needed to service that assembly to determine whether or not the present qualifications of the service personnel meet said predefined requirements;
  - 10 in the event the predefined qualifications for servicing the assembly are unmet by the present qualifications of the service provider, identifying one or more needed training modules that upon completion by the service personnel would enable the service personnel to meet the predefined qualifications relative to that assembly;
  - 15 providing an input/output device to the service personnel; and
  - communicating the needed training modules from the database to the input/output device for access by the service personnel set to perform the service.
2. The method of claim 1 wherein the present qualifications of service personnel available at the service site for servicing the assembly are stored in the database.
- 20 3. The method of claim 1 wherein the predefined qualifications needed to service the assembly to be serviced is stored in the database.
- 25 4. The method of claim 1 further comprising communicating the successful completion of training by the service personnel back to the database and updating the database.

5. The method of claim 1 wherein the database does not recognize the equipment as having been serviced until the needed training module has been successfully completed.

5 6. The method of claim 1 wherein the communications between the database and the input/output device is done via wireless communications.

7. The method of claim 1 wherein the service personnel is present at the service site when the training modules are communicated and training is performed.

10 8. The method of claim 1 wherein the training module is downloaded to the input/output device.

9. The method of claim 1 wherein the input/output device interfaces with the training module while the training module is resident in the database.

15 10. The method of claim 1 wherein the training module comprises a multimedia training module.

20 11. The method of claim 1 wherein the database is configured to deliver, upon request of a service provider, background information regarding other assemblies interrelated to an assembly being serviced.

12. The method of claim 1 wherein the training module includes a list of tools used to perform services for a given assembly.

25 13. The method of claim 1 wherein each training module is updated to reflect changes in the predefined requirements for servicing a respective assembly.

30 14. The method of claim 1 wherein the database is configured to automatically schedule refresher training as may be required to maintain the present qualifications of a service provider.

15. The method of claim 1 wherein each training module includes a set of questions configured to elicit responses indicative of whether a service provider has mastered the training objectives set forth therein.

5 16. A computerized system for training service personnel to service selected equipment, said system comprising:

a database for storing respective training modules for training service personnel to service respective assemblies of selected equipment;

10 an identifier module configured to identify an assembly that requires servicing at a service site, said module further configured to identify the present qualifications of a service personnel available at the service site for servicing the assembly;

15 a processor configured to process the present qualifications of the service personnel to predefined qualifications needed to service that assembly to determine whether or not the present qualifications of the service personnel meet said predefined requirements;

20 in the event the predefined qualifications for servicing the assembly are unmet by the present qualifications of the service provider, a training identifier configured to identify one or more needed training modules that upon completion by the service personnel would enable the service personnel to meet the predefined qualifications relative to that assembly; and

an input/output device provided to the service personnel for communicating the needed training modules from the database to the input/output device for access by the service personnel set to perform the service.